



**Solicitation Information
September 5, 2013**

RFP# 7504365

TITLE: State New Hire Directory

Submission Deadline: October 9, 2013 @ 10:00 AM (Eastern Time)

PRE-BID/ PROPOSAL CONFERENCE: No

MANDATORY:

If YES, any Vendor who intends to submit a bid proposal in response to this solicitation must have its designated representative attend the mandatory Pre-Bid/ Proposal Conference. The representative must register at the Pre-Bid/ Proposal Conference and disclose the identity of the vendor whom he/she represents. A vendor's failure to attend and register at the mandatory Pre-Bid/ Proposal Conference shall result in disqualification of the vendor's bid proposals as non-responsive to the solicitation.

DATE:

LOCATION:

Questions concerning this solicitation must be received by the Division of Purchases at David.Francis@purchasing.ri.gov no later than **September 17, 2013 @ 10:00 AM (ET)**. Questions should be submitted in a *Microsoft Word attachment*. Please reference the RFP# on all correspondence. Questions received, if any, will be posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information.

SURETY REQUIRED: No

BOND REQUIRED: No

David J. Francis
Interdepartmental Project Manager

Applicants must register on-line at the State Purchasing Website at www.purchasing.ri.gov

Note to Applicants:

Offers received without the entire completed four-page RIVIP Generated Bidder Certification Form attached may result in disqualification.

THIS PAGE IS NOT A BIDDER CERTIFICATION FORM

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SECTION 1: INTRODUCTION

The Rhode Island Department of Administration/Division of Purchases, on behalf of the Rhode Island Department of Human Services – Office of Child Support Services, is soliciting proposals from qualified firms to develop, implement, maintain and manage a State New Hire Directory as described elsewhere herein, in accordance with the terms of this Request for Proposals and the State's General Conditions of Purchase, which may be obtained at the Rhode Island Division of Purchases Home Page by Internet at www.purchasing.ri.us. The contract will be awarded for a five-year term beginning on or about November 1, 2013 and ending on or about September 30, 2018, with an option to renew the contract for two (2) additional one-year (1) terms. The contract will also contain a unilateral option to cancel the contract on each of the anniversary dates during the five-year period on the part of the Department.

This is a Request for Proposals, not an Invitation for Bid. Responses will be evaluated on the basis of the relative merits of the proposal, in addition to price; there will be no public opening and reading of responses received by the Division of Purchases pursuant to this Request, other than to name those offerors who have submitted proposals.

INSTRUCTIONS AND NOTIFICATIONS TO OFFERORS:

1. Potential vendors are advised to review all sections of this RFP carefully and to follow instructions completely, as failure to make a complete submission as described elsewhere herein may result in rejection of the proposal.
2. Alternative approaches and/or methodologies to accomplish the desired or intended results of this procurement are solicited. However, proposals which depart from or materially alter the terms, requirements, or scope of work defined by this RFP will be rejected as being non-responsive.
3. All costs associated with developing or submitting a proposal in response to this RFP, or to provide oral or written clarification of its content shall be borne by the vendor. The State assumes no responsibility for these costs.
4. Proposals are considered to be irrevocable for a period of not less than 120 days following the opening date, and may not be withdrawn, except with the express written permission of the State Purchasing Agent.
5. All pricing submitted will be considered to be firm and fixed unless otherwise indicated herein.
6. Proposals misdirected to other state locations, or which are otherwise not present in the Division at the time of opening for any cause will be determined to be late and will not be considered. For the purposes of this requirement, the official time and date shall be that of the time clock in the reception area of the Division.
7. It is intended that an award pursuant to this RFP will be made to a prime vendor, or prime vendors in the various categories, who will assume responsibility for all

aspects of the work. Joint venture and cooperative proposals will not be considered. Subcontracts are permitted, provided that their use is clearly indicated in the vendor's proposal and the subcontractor(s) to be used is identified in the proposal.

8. All proposals should include the vendor's FEIN or Social Security number as evidenced by a W9, downloadable from the Division's website at www.purchasing.ri.gov.
9. The purchase of services under an award made pursuant to this RFP will be contingent on the availability of funds.
10. Vendors are advised that all materials submitted to the State for consideration in response to this RFP will be considered to be Public Records as defined in Title 38, Chapter 2 of the General Laws of Rhode Island, without exception, and will be released for inspection immediately upon request once an award has been made.
11. Interested parties are instructed to peruse the Division of Purchases website on a regular basis, as additional information relating to this solicitation may be released in the form of an addendum to this RFP.
12. Equal Employment Opportunity (G.L. 1956 § 28-5.1-1, et seq.) – § 28-5.1-1
Declaration of policy – (a) Equal opportunity and affirmative action toward its achievement is the policy of all units of Rhode Island state government, including all public and quasi-public agencies, commissions, boards and authorities, and in the classified, unclassified, and non-classified services of state employment. This policy applies to all areas where State dollars are spent, in employment, public services, grants and financial assistance, and in state licensing and regulation. For further information, contact the Rhode Island Equal Opportunity Office at (401) 222-3090.
13. In accordance with Title 7, Chapter 1.2 of the General Laws of Rhode Island, no foreign corporation, a corporation without a Rhode Island business address, shall have the right to transact business in the State until it shall have procured a Certificate of Authority to do so from the Rhode Island Secretary of State (401-222-3040). This is a requirement only of the successful vendor(s).
14. The vendor should be aware of the State's Minority Business Enterprise (MBE) requirements, which address the State's goal of ten percent (10%) participation by MBE's in all State procurements. For further information, contact the MBE Administrator at (401) 574-8253 or visit the website www.mbe.ri.gov or contact charles.newton@doa.ri.gov.

SECTION 2: BACKGROUND

The child support program is established under Title IV-D of the Social Security Act. Under this Act, States are mandated to deliver child support services to recipients of Rhode Island Works Program (RIWorks), Foster Care (FC) recipients, Non-Public Assistance Medical Assistance families (MAO) and individuals who make application and pay the required application fee (Non Welfare) for child support services.

The RI Department of Human Services – Office of Child Support Services (DHS / OCSS) is the single and separate organization responsible for the delivery of child support services in the State of Rhode Island. These services include location of absent parents, establishment of paternity, establishment and enforcement of child support and medical support obligations, review and adjustment of support ordered amounts, and collection and disbursement of child support payments.

Under State statutes (RIGL, Chapter 24, Section 15-24-2), the Administrator for the Department of Human Services is authorized to delegate the delivery of New Hire Directory Services to other designees, which includes privatization of these services.

The Office of Child Support Services coordinates with other agencies in providing mandated services. RIWorks and MAO clients are currently referred to the child support agency from the RI Department of Human Services (DHS) via electronic referrals from the state's InRHODES integrated database. DHS is responsible for sanctioning the client's assistance grant in cases of non-cooperation and for closing RIWorks cases if court ordered collections exceed the assistance grant. In public assistance cases, the obligor's private medical insurance information regarding coverage for dependent children is transmitted by OCSS to the DHS Medical Assistance Office for their use in third party recovery activity. Non-Welfare child support clients apply directly to the OCSS Office via a written application for support services.

The RI Department of Children, Youth & Families (DCYF) refers State and federally funded (IV-E) foster care cases to the child support agency, which attempts to establish child support orders against both parents to reimburse the foster care grant.

The current child support active caseload in the state of Rhode Island is approximately 57,000 cases. Approximately 50% of these cases have child support obligations established.

The DHS / OCSS coordinates with other states in processing interstate requests for paternity establishment, and for establishment, enforcement and modification of child support obligations. Effective January 1, 1997, Rhode Island processes interstate actions under the Uniform Interstate Family Support Act (UIFSA).

DHS / OCSS directly operates several centralized functions related to absent parent locations, paternity establishments, enforcement and collection of child support obligations and interstate case processing activity. These activities include:

- State Parent Locator Service
- Child Support Enforcement Network (CSENET)
- New Hires Reporting
- In-hospital Paternity Acknowledgment Program
- Managing statewide genetic testing contract
- State and federal offset programs
- Unemployment Insurance Benefit Intercept program
- Worker's Compensation Benefit Intercept program
- Insurance Settlement Intercept program; www.childsupportliens.com
- Lottery Intercept Program
- Credit reporting
- Driver's License Suspension Program
- Professional License Suspension Program
- Interstate Registry
- Coordination of URESA and UIFSA interstate child support actions
- EFT & EDI ACH Debit Service
- Collection & Disbursement of Child Support

The RI Department of Human Services, Operations Management Office is responsible for the maintenance and operation of the statewide InRHODES Automated System, an integrated system that includes the statewide child support enforcement system as part of the integrated database. A private contractor provides these services to D.H.S. and its InRhodes users.

To increase child support collections and provide a mechanism for continuous payment, a requirement for new hire reporting was established under the federal welfare reform act, otherwise known as the Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (PRWORA). Traditionally, the child support agency used wage and unemployment benefit records provided by the RI Dept. of Labor and Training (DOLT) to obtain employment information on child support obligors. Employers are required to provide employment and wage information to DOLT on a quarterly basis and DOLT uses this data to update its automated files.

Because of the lag time in hiring and reporting, often employment information obtained from DOLT could not be used as the obligor had changed employment. On August 22, 1996 President Clinton signed into law the Personal Responsibility and Work Opportunity Reconciliation Act. This Law makes sweeping changes to the nation's welfare and child support programs. In response, the RI Department of Administration implemented an Act Relating to the Implementation of Child Support Reform, which passed during the 1997 session. This Act brought Rhode Island into compliance with all federal requirements for child support programs. In 1997, as a result of the federal mandates regarding new hire reporting, legislation was passed by the RI General Assembly requiring all employers to report new hire information to DHS / OCSS or its designee by October 1, 1997. DHS / OCSS intends to match this employment data

against the OCSS child support obligor files on the InRHODES Automated System and generate new administrative wage withholding orders for child support on all matched employee/obligors to the new employer.

Rhode Island Law mandates that employers report new hire or rehire information within 14 days of hire. By implementing this mandate and using the latest labor saving technology, DHS/OCSS will be able to increase child support collections and uninterrupted payment goals will be realized. The matching of all employees reported to the New Hire Directory to obligors of child support and future child support obligors will result in early identification of employment and immediate establishment or reactivation of wage withholding orders and/or immediate process service for the establishment of the first obligation of support.

DHS / OCSS major goal in maintaining the State New Hire Directory is to increase the establishment and enforcement of child support obligations through the usage of the new hire directory information. It is also a goal to maintain a New Hire Directory to detect recipients of Unemployment Compensation who also may be working. Persons receiving benefits and other public assistance who have obtained employment and have failed to report employment and income to the benefit issuing department will also be detected through the matching of the New Hire Directory to the public assistance caseloads.

Objectives:

- A.** To establish, implement and operate an automated system for collecting, storing and extracting information reported by employers on new hires to meet state and federal laws and regulations.
- B.** To facilitate the increase of child support collections and the number of wage withholding orders by early identification of obligors' employment through periodic matches between the new hire directory and child support data files.
- C.** To identify the number of recipients of the RIWorks Program and SNAP who are working and detect fraudulent receipt of benefits by conducting matches against the DHS InRHODES public assistance computer system.
- D.** To identify the number of unemployment insurance claimants receiving UCB benefits while working by matching the first date of employment against UCB benefit files.
- E.** To comply with federal requirements by providing information to the Federal Office of Child Support Enforcement for use in updating the National New Hire Directory.
- F.** To provide interfaces with other state agencies, as approved by DHS / OCSS who seek information on employees for purposes of identifying fraud and/or recovery resources.

- G. To obtain periodic reports documenting new hires activity for use in program management and in developing periodic status and accomplishment reports.

DEFINITIONS

All Inclusive Fixed Fee per Employee New Hire Reported Transaction: all direct and indirect costs including, but not limited to: overhead, fee or profit, data entry costs, clerical support, travel expenses, safety equipment, materials, hardware, supplies, managerial support, and all documents, forms, reproductions and outputs thereof required to meet the specific tasks of this contract.

All Inclusive Hourly Rate: all direct and indirect costs including, but not limited to: overhead, fee or profit, clerical support, travel expenses, safety equipment, materials, supplies, managerial support, and all documents, forms, reproductions and outputs thereof. The hourly rate also includes portal-to-portal expenses. Time spent by the vendor's employees traveling to and from the work site or to the employee's normal workstation should not be included in any hourly rate proposed.

Bidder: a person, partnership, firm, or corporation submitting a proposal for the purpose of obtaining a state contract.

Compensation: payment owed by the employer for labor or services rendered by an employee or benefits, including, but not limited to, vacation, holiday, and sick leave and severance payments which are due an employee under an agreement with the employer or under a policy of the employer.

Contractor: a bidder awarded a state contract to perform tasks required by this RFP.

Date of Hire: the date of commencement of employment, but no later than the first day for which the employee is eligible for compensation.

Days: calendar days.

Department: the RI Department of Human Services, Office of Child Support Services (DHS / OCSS)

Dependent: includes a child or any other person who is in need of or entitled to support from a person who is declared to be legally liable for the support of that dependent.

Employee: a natural person who performs labor in this state and is employed by an employer in this state for compensation and for whom the employer withholds federal or state income tax from the employee's compensation.

Employer: a person or entity doing business in this state that engages an employee for compensation and for whom the employer withholds federal or state tax liabilities from the employee's compensation.

Natural Person: an individual and not a corporation, government, business trust, estate, partnership, or other legal entity, however organized.

Purchasing Agent: the Purchasing Agent of the RI Department of Administration, Office of Purchases.

Rehire: the first day for which the employer following a termination of employment lasting a minimum of twelve (12) consecutive weeks owes an employee compensation. Termination of employment does not include temporary separations from employment such as unpaid leave of absence, or a temporary layoff.

State Project Manager: The DHS / OCSS Project Manager for New Hire Reporting will be a state employee designated by the Administrator.

Administrator: the Administrator of the Department of Human Services

Time frame for Reporting of New Hires: beginning Oct. 1, 1997, employers must report hires or rehires of employees to the Department or its designee not later than fourteen (14) days after hire or rehire if reporting on a W4 Form or its equivalent, or twice a month, if reporting electronically or magnetically by two monthly transmissions not less than two (2) days, nor more than fifteen (15) days apart.

W 4 Form: also known as the Employers Withholding Allowance Certificate, the form used by the Internal Revenue Service of the United States to record the federal income tax withholding allowance available to each employer.

SECTION 3: SCOPE OF WORK

General Scope of Work

The bidders will perform the following tasks related to establishing the new hire registry:

Specific Activities / Tasks

3.1 Establish and maintain employer notification and customer service procedures

- A. Develop and maintain employer file.** The contractor shall be responsible for furnishing all material, labor, facilities, equipment, supplies and postage necessary to provide the services required herein. The contractor should include all costs in the financial bid.

Within five work days of the contract award the contractor will obtain from DHS / OCSS the names and addresses of employers covered by unemployment insurance law conducting business in Rhode Island, their 10 digit State Unemployment Identification Number and, for about 95% of the employers, their Federal Employment Identification Number and develop an employer file.

Within fifteen workdays of the award of the contract, the contractor will create a database and provide data entry services to process new hire directory information provided by employers. The contractor will be required to provide either a post office box number or a local Rhode Island business address and dedicated toll free fax lines and telephone lines for receipt of reports within three weeks of the contract award. The contractor will provide sufficient fax lines so that employers will not be unduly inconvenienced by busy signals when submitting new hire information. Contractor must also be able to receive employer information electronically by tape, file transfer, EDI, telephone or through the Internet.

- B. Develop employer notification packet.** Within ten work days of the contract award the contractor will develop an Employer Packet containing information about the employer's responsibilities under the new hire law and procedures for reporting new hire information. The contractor will be required to implement the "Rhode Island New Hire Reporting Form" and include it in the employer notification packet. The "Rhode Island New Hire Reporting Form" includes all federal and state mandated fields, and optional fields as stated in section 3.2 A. Employers are allowed to report new hire information using the federal W4 form or a facsimile. The additionally mandated Rhode Island data fields will require the employer to report information in addition to the data on the federal W4 form. It is the state's intention to offer the "RI New Hire Reporting Form" as an option to employers for their usage, however, it must be clear to employers that they must report all mandatory data required by both federal and state law. The contractor must provide DHS/OCSS with a copy of the employer's packet for approval, prior to the contractor's mailing of the approved employer notification packet to all employers.
- C. Issue employer notification packet.** Within five work days of DHS / OCSS approval of the packet of forms, the contractor will mail, via first class mail, an employer's packet to each employer on the employer file provided by the state. The return address for all notifications to employers will be the DHS /OCSS address of 77 Dorrance St. Providence, RI 02903. All return mail to DHS / OCSS will be returned to the contractor with other misdirected mail cited in section 3.1D.
- D. Misdirected employer records.** Any employment forms and / or other records misdirected to the state agency or returned as undeliverable mail sent by the contractor shall be picked up by the contractor on the first working day of each week from the DHS / OCSS offices located at 77 Dorrance St., 4th floor, Providence, RI 02903 or.

- E. Issue periodic notices to employers.** DHS /OCSS will provide updates to the employer list including new and closed accounts with the employers' names and addresses on a monthly basis in an electronic file format. At the contractor's request, DHS /OCSS can also provide employers' telephone numbers, their 10 digit State Unemployment Identification Numbers, and their Federal Employment Identification Numbers, if they are on the state's records. This update will contain the entire state file of all current employers. The contractor will be responsible for mailing employer packets to each new employer within ten workdays of the file update. It is estimated that approximately 38,000 employer accounts exist and that approximately 3,000 new employers will require notice annually after the initial mailing. New accounts are defined as new businesses. Closed accounts are defined as closed businesses. If the contractor receives new employee information for a new or closed account directly from the employer, the contractor shall record the information on the database.

No more than twice per calendar year, the contractor may be required to communicate procedural changes to all employers conducting business within this State. DHS /OCSS will provide or approve all text prior to the contractor's communication with employers. The contractor will be responsible for all costs associated with the material production and mailing and postage.

- F. Help desk** Within fifteen days of the contract award the contractor must establish and maintain a help desk (hotline) with a toll free number for employers to obtain information concerning employers responsibilities for new hire reporting, the law, and other questions relative to employer requirements and to provide technical assistance in reporting. The hotline must be operational between the hours of 8:30 a.m. and 5:00 p.m., EST, Monday through Friday, excluding federal and state holidays. The contractor shall monitor calls received to ensure sufficient lines are in operation to ensure that 100% of the callers do not wait on hold for more than three minutes or receive a busy signal for more than five minutes.

3.2 Develop and maintain New Hire Database

- A. Database requirements.** The new hire database shall contain the following mandatory and optional data element information in the described format for each new hire transaction. It should be noted that some employees will have multiple employers and the database must accommodate this condition. Also, multiple state employers may choose one state to report all employee new hires electronically.

Data Field Description:

Federal Mandatory Data Elements field length type		
1)	Employee first name	20 characters (alpha)
	Employee middle initial	20 characters (alpha)
	Employee last name	20 characters (alpha)
	Employee suffix	3 characters (alpha/num)
2)	Employee home address (ADDR1)	25 characters (alpha/num)
	Employee home address (ADDR2)	25 characters (alpha/num)
	Employee city	22 characters (alpha)
	Employee state	2 characters (alpha)
	Employee zip code	9 characters (num)
3)	Employee social security number	9 characters (num)
4)	Employer name	30 characters (alpha/num)
5)	Employer address (ADDR1)	30 characters (alpha/num)
	Employer address (ADDR2)	30 characters (alpha/num)
	Employer city	22 characters (alpha)
	Employer state	2 characters (alpha)
	Employer zip code	9 characters (num)
6)	Federal employer ID number (FEIN)	10 characters (num)
Rhode Island Mandatory Data Elements field length type		
7)	Employer address where wage withholding and garnishments should be sent if different from above:	
	Employer (ADDR1)	25 characters (alpha/num)
	Employer (ADDR2)	25 characters (alpha/num)
	Employer city	22 characters (alpha)
	Employer state	2 characters (alpha)
	Employer zip code	9 characters (num)
8)	Availability of employee/dependent health insurance provided by employer	(Y or N) (alpha)
9)	Date on which employee qualifies for dependent health insurance coverage MM/DD/YYYY	(num)

	<u>Optional Data Elements</u>	<u>field length</u>	<u>type</u>
10)	Employee date of birth		MM/DD/YYYY (num)
11)	Employee date of hire		MM/DD/YYYY (num)
12)	Employee state of hire	2 characters	(alpha)

If a referral from an employer does not contain the federal and state mandatory data elements it is considered incomplete and unacceptable. Within two workdays, the contractor must contact the employer supplying the incomplete new hire record and obtain the missing data elements.

It is DHS /OCSS intention to capture every data element listed in A of this section for every new hire record. The contractor shall describe in the employer's packet the mandatory reporting criteria and shall indicate that employers are encouraged to supply data for all elements included in the list and also encourage employers to use the "RI New Hire Reporting Form". The new hire directory must accommodate every data element listed.

The Federal Office of Child Support Enforcement (OCSE) is requiring a new hire directory from each state. The list of data elements and descriptions that OCSE will require are repeated here:

- 1) Employee Name, 2) Employee Home Address 3) Employee SSN
- 4) Employer Name 5) Employer Address 6) Employer FEIN

In addition, the National Directory of New Hires will have the capability to accept two addresses for employers in the event the reported address is different than the payroll address needed for wage withholding. Since this second address is a Rhode Island mandated data field, the contractor will be required to pass this second address on to the National New Hire Directory when it is reported to the state directory.

The National Directory of New Hires will also have the capability of receiving three additional optional data elements, if reported by the employer. The three data elements are the "date of hire", the "employee state of hire" and the "employee's date of birth".

The contractor will be required to pass on these optional data elements to the State for the National New Hire Directory if they are received from employers.

The contractor assumes full responsibility for the costs of implementing any changes to the database resulting from federally mandated data elements and/or state laws at no additional cost to DHS /OCSS.

B. Data collection requirements. The contractor must be capable of receiving new hire reports from employers from a variety of options. These options include but are not limited to:

- 1) Facsimile (via toll free call)
- 2) Magnetic media (tape, diskette) in a prescribed format
- 3) Telephone (via toll free call)
- 4) W-4 forms and/or the State of RI New Hire Reporting Form to capture all mandatory and optional data elements
- 5) Standard mail or delivery service
- 6) Electronic mail
- 7) Internet transmissions
- 8) New Hire Website created by contractor for reporting and dissemination of information.

C. Data entry requirements. The contractor will ensure that reported new hire directory information is entered in the new hire database within five business days of receipt of the record regardless of the reporting method used by the employer. The contractor should anticipate approximately 20,000 new hire notices from employers each month and must accommodate seasonal increases. The state does not guarantee any amount of the number of new hire notices that may be received from employers or the number of employers who may be necessary to contact as part of any outreach efforts in an effort to compel compliance with the new hire requirements under the law. The number of new hire notices may vary greatly from month to month, however, *in no circumstances* shall the State be required to pay for postage costs or *any other* costs associated with the vendor's responsibilities in accordance with this RFP. If the contractor receives different or additional employer information than is provided by DHS /OCSS, the contractor shall record on the employer file the information it received from the employer.

The contractor shall maintain the new hire directory to ensure that the "date of receipt" from the employer and the "date of entry" made by the contractor for all new hire information is recorded. Upon request, the contractor shall provide DHS /OCSS a file of all new hire reports entered within the previous month or months. This file must be provided in an electronic or paper format as specified by the Department. This file will be sorted by the Employee Social Security Number.

The contractor shall develop a quality control process to prevent inaccurate or incomplete information from being entered into the new hire directory. The contractor shall provide the Department with documentation that the database has sufficient error avoidance features, processes and/or hardware to prevent entering inaccurate data.

If the contractor finds it has a backlog and will not be able to enter all the records within five business days, it must alert DHS /OCSS to the problem immediately and provide DHS /OCSS with the written corrective action plan instituted to eliminate the back log and to prevent reoccurrence. If the backlog re-occurs, the contractor must again immediately notify DHS /OCSS and identify the reason the backlog occurred. After assessing the reason the backlog re-occurred, the contractor must re-issue a corrective action plan describing the procedures instituted. After the third occurrence of a backlog, DHS /OCSS may determine that the contractor cannot perform within the terms of the contract and the contract may be terminated.

- D. Update requirements.** Some forms (W-4 and any other reporting means) may have letters of inquiry and other correspondence from the employer attached. The contractor will date stamp all inquiries with the date it was received from the employer and will review and respond to such inquiries for matters under their purview. Also information provided which require updates to the employer file of the new hire directory shall be processed within five business days of receipt. The contractor will return documents requiring a response from DHS/OCSS to DHS /OCSS with the envelope or copy of the envelope in which it appeared. This material shall be batched, numbered and delivered on a weekly basis, by the close of business of the first working day after the week of receipt.
- E. Data storage and retention requirements.** The contractor shall retain all electronic copies of the State New Hire Directory Databases for a 180-day period from the date the database was revised. The contractor will delete records from the active file once the record reaches 180 days old. New hire records 180 days or older will be maintained off line (not part of the active file) for the duration of the contract and must be retrievable upon the request of the Department.

Once paper and electronic records received from employers are placed on the new hire directory database, the records may be destroyed or shredded after 90 days. A written purge criteria must be established and approved by DHS /OCSS.

3.3 Establish and maintain procedures for matching and providing tapes

- A. DHS /OCSS matching requirements.** The contractor shall initially deliver a cartridge of the entire new hire database in a format provided and approved by DHS /OCSS to the State within two business days of establishing the State or Rhode Island New Hire Directory database. The State must then receive an update of the **entire** State New Hire Directory every other Monday and every Wednesday and Friday which will include newly entered records since the last time the Directory was delivered to the State. The State will match this file to its InRHODES Automated Child Support System for purposes of updated employment information on its child support cases and issuing administrative

wage withholding notices to employers within two days of the date the information was entered into the State of Rhode Island New Hire Directory.

- B. DHS /OCSS Cartridge requirements.** Every other Monday, after the initial database is established, the contractor shall create a file (in a format provided and approved by DHS /OCSS) of all existing and new records processed on the new hire/re-hire database. The file will be transferred from the contractor's FTP site via secure PGP encryption to the DHS cyberfusion server.
- C. OCSE Federal New Hire Directory Cartridge requirements.** The contractor shall create a file (in a format provided and approved by DHS/OCSS) of all existing and new records processed on the new hire/re-hire database. The file will be transferred from the contractor's FTP site via secure PGP encryption to the DHS cyberfusion server. The contractor shall initially deliver a cartridge of the **entire** new hire database within two business days of establishing the State of Rhode Island New Hire Directory. The State must then receive a file every Tuesday and Friday that **contains only new additions, deletions and or modifications made to the state database since the last cartridge was delivered to the state.** The initial file and updates must be transmitted to the state in the format described in the (Federal Correspondence) Dear Colleague letter dated May 28, 1997 (OCSE-DC-97-28). The State will refer this information to OCSE for inclusion in the National New Hire Directory (NNHD) via the state's Connect: Direct Product, maintained at the State Computer Center.

3.4. Establish and maintain procedures for status reporting

- A.** The contractor's administrative and operational procedures must ensure that all software changes are subject to DHS /OCSS approval prior to implementation.
- B.** The contractor will provide weekly, monthly and quarterly activity summary reports to DHS /OCSS specifications, in triplicate detailing the total number of employer reports processed by type (e.g., tape, hard copy list, etc.).
- C.** The contractor must submit annual reports summarizing the totals from the weekly, monthly and quarterly activity summary reports.
- D.** Upon request, the contractor must be able to provide ad-hoc summary reports from the data collected.

3.5 Establish quality control procedures

- A. The contractor must agree to cooperate with DHS /OCSS to establish monthly procedures in order to confirm the cooperation of all employers in the State of Rhode Island who are required to report new employees. The state will work with the contractor to establish procedures to detect employers who are not complying with federal and state law. The state anticipates matching the employer new hire directory to the State's Quarterly Wage and Income Database (SWICA) for purposes of identifying employees with earnings who have not been reported to the State of RI New Hire Directory. DHS /OCSS will provide the contractor with a list of those employers who were detected as not in compliance with the law. The contractor must send written notice to all employers who fail to report new employees for the first time and provide DHS / OCSS with a report of employers who fail to respond to the noncompliance notice. Employers who fail to report new hire employees are subject to a \$20.00 civil penalty for each violation and a \$500 civil penalty for conspiring with the employee to avoid reporting, assessed by the Department. Liability is joint and several.

3.6 REQUIREMENTS

The following requirements must be met and or supplied in order for an offer to be considered:

- A. As defined under 3.1, include your plan for establishing and maintaining employer notification and customer service procedures. Indicate the tasks to be performed, time lines for beginning and completing each task, persons responsible and any other information that is pertinent to the completion of this phase of the project.
- B. As defined under 3.2, include your plan for developing and maintaining the new hire database. Indicate the tasks to be performed, time lines for beginning and completing each task, persons responsible and any other information that is pertinent to the completion of this phase of the project.
- C. As defined under 3.3, include your plan for establishing and maintaining procedures for data matching and producing tapes containing new hire information. Indicate the tasks to be performed, time lines for beginning and completing each task, persons responsible and any other information that is pertinent to the completion of this phase of the project.
- D. As defined under 3.4, include your plan for establishing and maintaining and submitting status reports. Provide a sample of the types of reports that the bidders would produce. Indicate the tasks to be performed, time lines for beginning and completing each task, persons responsible and any other information that is pertinent to the completion of this phase of the project.

E. DHS /OCSS Monitoring and Evaluation: The contractor will agree to cooperate with DHS / OCSS on a semi-annual basis in order to monitor contract performance. DHS / OCSS will cross match information from the InRHODES database with the employment information provided by the contractor as a form of quality control.

F. General Program Accountability Safeguards:

The contractor shall apply recognized industry standards governing security and apply all State and federal ADP systems security for information processing.

Access to all employer information shall be protected from unauthorized individuals, including contractor staff. These issues must be included and addressed in the project design.

The contractor shall provide the names and social security numbers of all employees with access to unemployment insurance employer files and the new hire directory files. All employees identified as having access to the files will be required to sign a DHS /OCSS approved confidentiality statement. Unauthorized disclosure of information by any employee of DHS /OCSS or employees of its designated agent, is punishable by a fine of \$100 per offense and is subject to administrative discipline and/or termination.

G. Turnover Plan: The contractor shall be responsible for providing a turnover plan 180 days after the contract begins, revising it annually, and upon state request. This plan shall include the following information:

- 1) Documents to be included in informational mailing to employers to reflect changes in reporting procedure;
- 2) Listing of all equipment with information as to whether the items are leased, owned, rented;
- 3) Detailed breakdown of processing steps performed by the contractor. Information should include staffing, equipment, facility, supply consumption, workloads and standard procedures;
- 4) Lists of all job titles/levels and number of individuals in each title/level;
- 5) Detailed statistics on operating volumes;
- 6) Training outlines and materials developed for employees;
- 7) Commitment to provide access to the facility by DHS /OCSS and others in relation to re-procurement;

- 8) The contractor can use previously developed proprietary software in operating this program. Software purchased or developed for the purpose of operating the new hire directory becomes the property of the state and must be listed and described.
- 9) A three month supply of forms and notices.

The turnover plan must also include all other information requested that DHS /OCSS, in its sole discretion, believes is necessary to effectuate a smooth turnover to the successor provider or DHS /OCSS, including information for DHS /OCSS preparation of an RFP for any subsequent contract.

The turnover plan shall be delivered to DHS /OCSS as hard copy and disk.

DHS /OCSS may require the provider to prepare an update to the turnover plan upon selection of the successor provider. The final update shall be produced within thirty days upon request by DHS /OCSS.

During the turnover period, the contractor shall update all computer program and software documentation. All software created for the sole purpose of performing the functions described in this contract are considered the property of DHS /OCSS. The provider shall similarly transfer to DHS /OCSS or the successor provider all DHS /OCSS owned system software, data files, application programs and documentation.

The provider's responsibilities at the time of turnover shall include management and control of its turnover assistance and cooperation with the other party or parties to the turnover.

The Provider shall maintain, during the turn - over period, a complete complement of staff to perform the functions of the contract and assist with turnover functions.

- H.** Project Manager: Designate and include the name of the Project Manager who will be responsible for the day-to-day operations of the contract. The designated Project Manager shall be responsible for handling all problems and issues identified during the contract period. The contractor shall propose only one candidate for the position of Project Manager. The Project Manager shall, on a full time basis, manage the daily operations of contract staff, work with State staff and the employer community, and be responsible for establishing and enforcing quality assurance standards for the project.

The Project Manager must possess at a minimum: Five years of experience in operational project management, including direct management and supervisory responsibility is required; and experience in development of a small to medium scale data processing or other technical project and in handling customer service inquiries and/or notice functions is required.

For each position assigned to the project: Describe the salary range, fringe benefits, minimum educational and experience requirements, and duties and responsibilities that will be performed.

The resumes of the Project Manager and other key personnel assigned to the project are to be included.

- I. The name and address of the bidder's company together with the names of principal officials of the company.
- J. Provide documentation of the bidder's experience in this field. Indicate the name, scope, duration, number of staff involved and costs of system automation and/or database management projects managed by the bidders. Document that the bidders has managed system automation and/or database management projects within the last two years and that the bidders has had at least two years experience in managing systems automation and/or database management projects. Document that the offeror has experience in providing customer notifications and other direct customer services.
- K. Financial information of the Contractor for the last two years, including but not limited to, balance sheets, profit and loss statements and independent audits.
- L. If the bidders have any knowledge, or can reasonably obtain such information, it must identify any employees who have a child support case with DHS /OCSS.
- M. As described in section 3.5, the contractor shall develop a quality control process to ensure that all new hire data entered into the new hire directory is accurate. The contractor shall provide the Department with documentation that the database has sufficient error avoidance features to prevent entering inaccurate data. The contractor shall issue quarterly reports to the Department identifying all errors detected, the nature of the errors and the action taken to correct the errors.

3.7 Other Deliverables

- A. Draft of mass mailing packets to all employers covered by Unemployment Insurance Law advising them of the new hire law and their role and responsibility. **Due: ten days after the contract begins**
- B. Mass mailing of packets to all employers covered by Unemployment Insurance Law advising them of the new hire law and their role and responsibility.
Due: five days after state approval of employer notice packet.

- C. A report detailing the new hire registry database format.
Due: 15 days after the contract begins
- D. A report detailing the file format/file transfer specifications for files sent to the Federal Office of Child Support Enforcement.
Due: 15 days after the contract begins
- E. A report detailing the file format/cartridge specifications for files sent to DHS/OCSS.
Due: 15 days after the contract begins
- F. A report detailing the contractor's administrative and operational procedures for DHS /OCSS approval prior to system implementation.
Due: 15 days after the contract begins
- G. The contractor will provide weekly activity summary reports to DHS / OCSS specifications, in triplicate detailing the total number of employer reports processed by type (e.g., tape, hard copy list, etc.).
Due: 60 days after the contract begins and weekly thereafter.
- H. The contractor will provide a report detailing the error avoidance features required in section 3.2 C.
Due: 15 days after the contract begins and a quarterly thereafter.
- I. The contractor in conjunction with DHS /OCSS will develop a plan to establish quarterly procedures in order to confirm the cooperation of all employers in the State of Rhode Island who are required to report new employees.
Due: upon request from the DHS/OCSS, not to be earlier than twelve weeks after the contract begins.
- J. The contractor must submit annual reports summarizing the totals from the weekly and monthly activity summary reports.
- K. **On an as needed basis**, DHS /OCSS may call upon the contractor to testify or provide information as necessary to enforce the penalty provision for employer new hire reporting non-compliance.
- L. **Within 10 working days of the request**, the contractor must be able to provide ad hoc summary reports from the data collected.
- M. **Within 30 working days of the request and no more than twice per calendar year**, the contractor shall be required to communicate procedural changes to all employers

conducting business within this State. DHS /OCSS will provide or approve all text prior to the contractor's communication with employers.

- N. The contractor shall be responsible for providing a turnover plan **180 days after the contract begins and update the plan each year thereafter or upon request.**
- O. The contractor will provide for and maintain DHS /OCSS approved standards to address system vulnerability to theft and mischief and efforts at tampering. **Due: 45 days after the award of the contract**
- P. The contractor must forward a monthly invoice to DHS /OCSS **by the tenth calendar day of the month** for work completed in the prior month. Invoices will not be paid more frequently than once per month.

3.8 Contractor's Responsibilities

Because of the nature of the work to be performed under any contract awarded as the result of this RFP, the need to protect the confidentiality of the data to which the vendor will have access cannot be overemphasized. All principals of the successful bidder as well as all employees directly associated with the work being performed as part of this project will be required to abide by all confidentiality provisions contained in Rhode Island laws and will sign an agreement with the Department of Human Services Office of Child Support Services to that effect. The Department of Human Services Office of Child Support Services reserves the right to inspect the systems and procedures of the contractor to guarantee that the contractor and its employees are adhering to the confidentiality provisions of the laws of Rhode Island.

SECTION 4: TECHNICAL PROPOSAL (70 Possible Points)

Narrative and format: The separate technical proposal should address specifically each of the required elements:

1. **Executive Summary (No points)** – The Executive Summary is intended to highlight the contents of the Technical Proposal and to provide State evaluators with a broad understanding of the offeror's technical approach and ability.
2. **Offeror's Organization and Staffing (20 Points)**– This section shall include identification of all staff and/or subcontractors proposed as members of the project team, and the duties, responsibilities, and concentration of effort which apply to each (as well as resumes, curricula vitae, or statements of prior experience and qualification), including technical knowledge of computer systems data bases and experience in delivering customer related services.
3. **Work Plan/ Approach Proposed (30 Points)**– This section shall describe the offeror's understanding of the State's requirement, including the result(s) intended

and desired, the approach and/or methodology to be employed, and a work plan for accomplishing the results proposed, including items in section 3.6 Requirements. The description of approach shall discuss and justify the approach proposed to be taken for each task, and the technical issues that will or may be confronted at each stage on the project. The work plan description shall include a detailed proposed project schedule (by task and subtask), a list of tasks, activities, and/or milestones that will be employed to administer the project, the assignment of staff members and concentration of effort for each, and the attributable deliverables for each, including the following:

- Understanding the significance of New Hires to DHS/OCSS and other interested agencies
- Understanding Federal Reporting requirements
- Plans for data collection, data management and data analysis
- Reasonableness of time frames, task sequencing and scheduling
- Identify the quality control procedures for the collection and processing of transactions

4 Previous Experience and Background (20 Points) – This section shall include the following information: A comprehensive listing of similar projects undertaken and/or clients served, including a brief description of the projects. A description of the business background of the offeror (and all subcontractors proposed), including a description of their financial position, capacity to administer large multi-year projects, technical expertise in managing computer systems and data bases, and capacity to administer projects dealing with several public or private entities.

SECTION 5: COST PROPOSAL (30 Points)

Detailed Budget and Budget Narrative (**separately, sealed and signed**):

The cost proposal must reflect the Fixed Fee per Employee New Hire Reported Transaction rate, with an annual estimated cost, proposed for this scope of service. The State has estimated a total of 240,000 new hire reports annually. Vendors shall also submit an all-inclusive Hourly Rate per category of assigned employee for purposes of attendance at project meetings called by the state. For purposes of comparing, evaluating and scoring the cost proposals submitted, only the Fixed Fee per Employee New Hire Reported Transaction proposed rate would be considered by the state. All costs and cost information for the term of the contract must be indicated.

SECTION 6: EVALUATION AND SELECTION

Proposals will be reviewed by a Technical Review Committee comprised of staff from state agencies. To advance to the Cost Evaluation phase, the Technical Proposal must receive a minimum of 56 (80%) out of a maximum of 70 technical points. Any technical proposals scoring less than 60 points will not have the cost component opened and evaluated. The proposal will be dropped from further consideration.

Proposals scoring 56 technical points or higher will be evaluated for cost and assigned up to a maximum of 30 points in cost category, bringing the potential maximum score to 100 points.

The Department of Human Services – Office of Child Support Services reserves the exclusive right to select the individual(s) or firm (vendor) that it deems to be in its best interest to accomplish the project as specified herein; and conversely, reserves the right not to fund any proposal(s).

Proposals will be reviewed and scored based upon the following criteria:

Criteria	Possible Points
Offeror's Organization and Staffing	20 Points
Work Plan/ Approach Proposed	30 Points
Previous Experience and Background	20 Points
Total Possible Technical Points	70 Points
Cost calculated as lowest responsive cost proposal divided by (this cost proposal) times 30 points *	30 Points
Total Possible Points	100 Points

*The Low bidder will receive one hundred percent (100%) of the available points for cost. All other bidders will be awarded cost points based upon the following formula:

$$(\text{low bid} / \text{vendors bid}) * \text{available points}$$

For example: If the low bidder (Vendor A) bids \$65,000 and Vendor B bids \$100,000 for monthly cost and service fee and the total points available are Thirty (30), vendor B's cost points are calculated as follows:

$$\$65,000 / \$100,000 * 30 = 19.5$$

Points will be assigned based on the offeror's clear demonstration of his/her abilities to complete the work, apply appropriate methods to complete the work, create innovative solutions and quality of past performance in similar projects.

Applicants may be required to submit additional written information or be asked to make an oral presentation before the technical review committee to clarify statements made in their proposal..

SECTION 7: PROPOSAL SUBMISSION

Questions concerning this solicitation may be e-mailed to the Division of Purchases at David.Francis@purchasing.ri.gov no later than the date and time indicated on page one of this solicitation. Please reference **RFP #7504365** on all correspondence. Questions should be submitted in a Microsoft Word attachment. Answers to questions received, if any, will be posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information. If technical assistance is required to download, call the Help Desk at (401) 574-9709.

Offerors are encouraged to submit written questions to the Division of Purchases. **No other contact with State parties will be permitted.** Interested offerors may submit proposals to provide the services covered by this Request on or before the date and time listed on the cover page of this solicitation. Responses received after this date and time, as registered by the official time clock in the reception area of the Division of Purchases will not be considered.

Responses (**an original plus six (6) copies**) should be mailed or hand-delivered in a sealed envelope marked "**RFP# 7504365 State New Hire Directory**" to:

RI Dept. of Administration
Division of Purchases, 2nd floor
One Capitol Hill
Providence, RI 02908-5855

NOTE: Proposals received after the above-referenced due date and time will not be considered. Proposals misdirected to other State locations or those not presented to the Division of Purchases by the scheduled due date and time will be determined to be late and will not be considered. Proposals faxed, or emailed, to the Division of Purchases will not be considered. The official time clock is in the reception area of the Division of Purchases.

RESPONSE CONTENTS

Responses shall include the following:

1. A completed and signed four-page R.I.V.I.P generated bidder certification cover sheet downloaded from the RI Division of Purchases Internet home page at www.purchasing.ri.gov.
2. A completed and signed W-9 downloaded from the RI Division of Purchases Internet home page at www.purchasing.ri.gov.

3. **A separate Technical Proposal** describing the qualifications and background of the applicant and experience with and for similar projects, as well as the work plan or approach proposed for this requirement.
4. **A separate, signed and sealed Cost Proposal** reflecting the Fixed Fee per Employee New Hire Reported Transaction rate, with an annual estimated cost, proposed for this scope of service. The State has estimated a total of 240,000 new hire reports annually. Vendors shall also submit an all-inclusive Hourly Rate per category of assigned employee for purposes of attendance at project meetings called by the state. For purposes of comparing, evaluating and scoring the cost proposals submitted, only the Fixed Fee per Employee New Hire Reported Transaction proposed rate would be considered by the state. All costs and cost information for the term of the contract must be indicated.
5. In addition to the multiple hard copies of proposals required, Respondents are requested to provide their proposal in **electronic format (CD-Rom, disc, or flash drive)**. Microsoft Word / Excel OR PDF format is preferable. Only 1 electronic copy is requested and it should be placed in the proposal marked "original".

CONCLUDING STATEMENTS

Notwithstanding the above, the State reserves the right not to award this contract or to award on the basis of cost alone, to accept or reject any or all proposals, and to award in its best interest.

Proposals found to be technically or substantially non-responsive at any point in the evaluation process will be rejected and not considered further.

The State may, at its sole option, elect to require presentation(s) by offerors clearly in consideration for award.

The State's General Conditions of Purchase contain the specific contract terms, stipulations and affirmations to be utilized for the contract awarded to the RFP. The State's General Conditions of Purchases/General Terms and Conditions can be found at the following URL: <https://www.purchasing.ri.gov/RIVIP/publicdocuments/ATTA.pdf>